

Frequently Asked Questions (FAQs) for NonCompliance Recall N232403240 Child Seat Anchor Interference

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the NonCompliance Recall identified above.

Q1) Which vehicles are involved?

A1) Certain 2020-2023 model year Chevrolet Equinox and GMC Terrain vehicles

Q2) What is the issue or condition?

A2) Certain vehicles may not conform to S9.1.1(a) of Federal Motor Vehicle Safety Standard (FMVSS) No. 225, "Child restraint anchorage systems.", (CMVSS) No. 210.2, "Lower Universal Anchorage Systems for Restraint Systems and Booster Seats". One or more of the four rear seat lower child seat LATCH anchorage bars may have been finished with excessive powder coating, which could cause portions of the bar to exceed FMVSS 225's 6 mm ± 0.1 mm diameter requirement.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None

Q4) What is the remedy/repair?

A4) Dealers will inspect and, if necessary, remove and replace the finish on rear seat lower child seat LATCH anchorage bars.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) Excessive powder coating could, in rare cases, prevent the installation of a child seat using the LATCH anchorage bars. Should this occur, owners should install child seats in the subject vehicles using the vehicle's rear seat belts, in accordance with the vehicle owner's manual and child-seat manufacturer's installation instructions, until the recall repair is performed. If child seats are not properly installed, there is increased risk of injury in a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at **no cost** to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

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- A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.